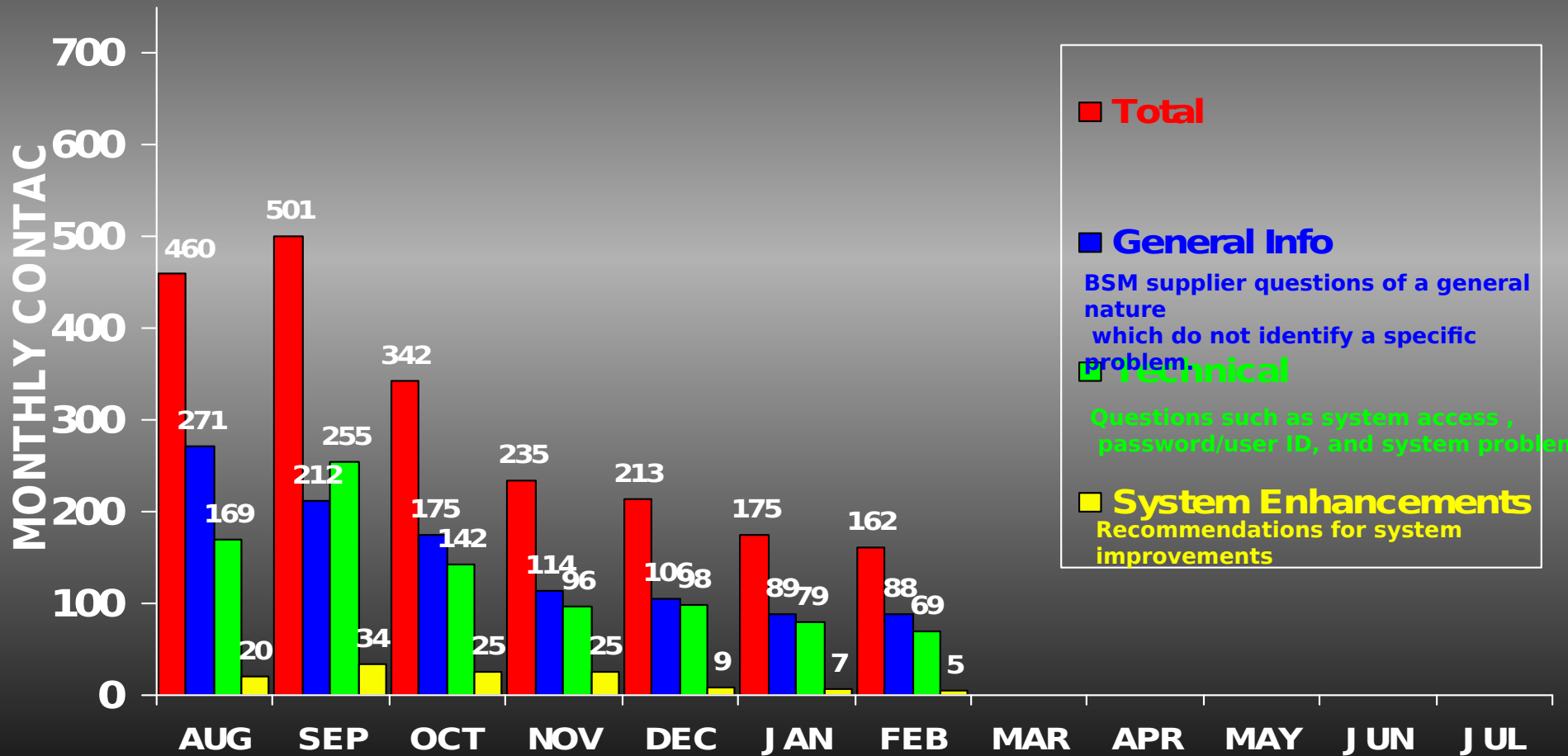




# SRweb RELATED CONTACTS

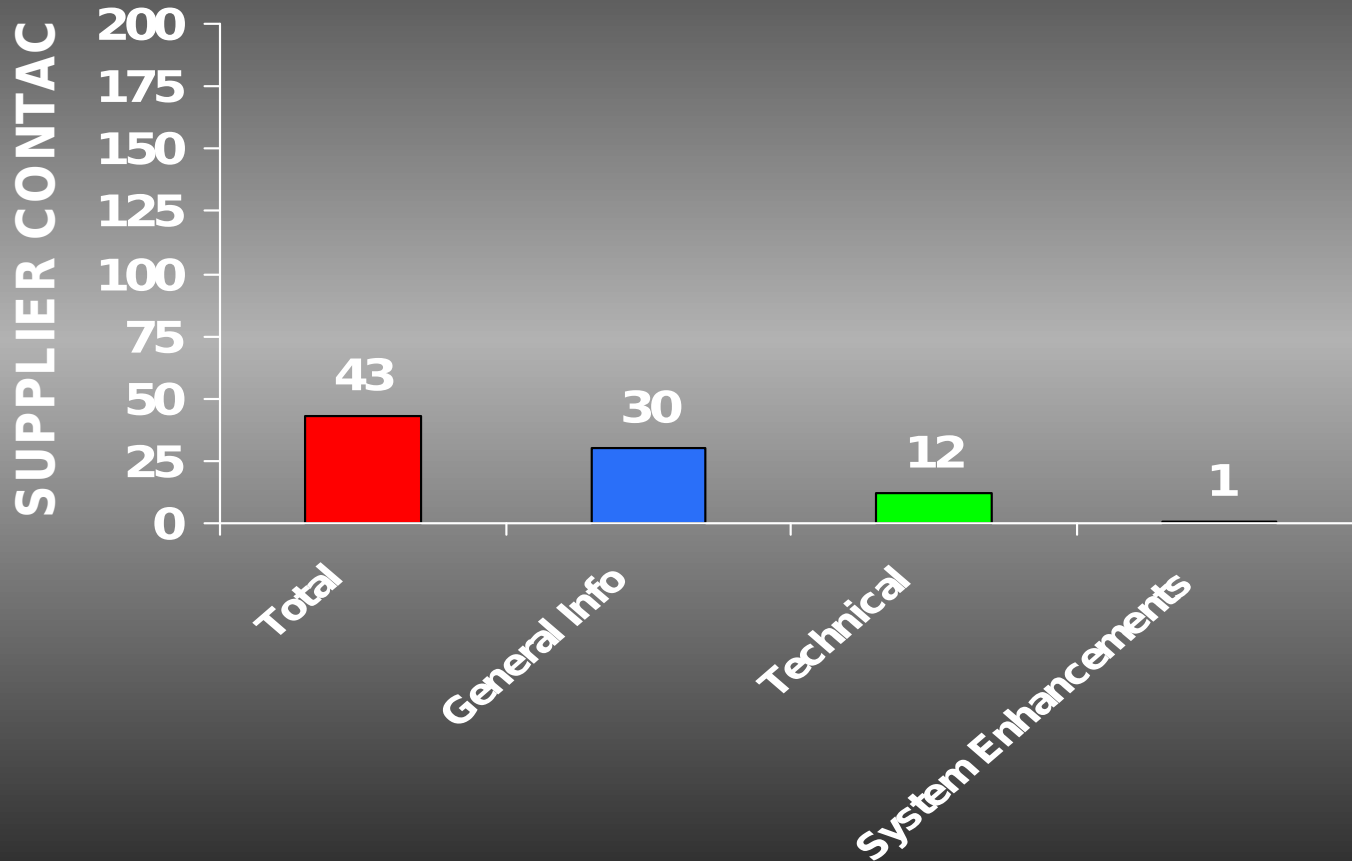
As of 27 Feb 03





# SRweb RELATED CONTACTS

WEEK OF 21-27 FEB 03

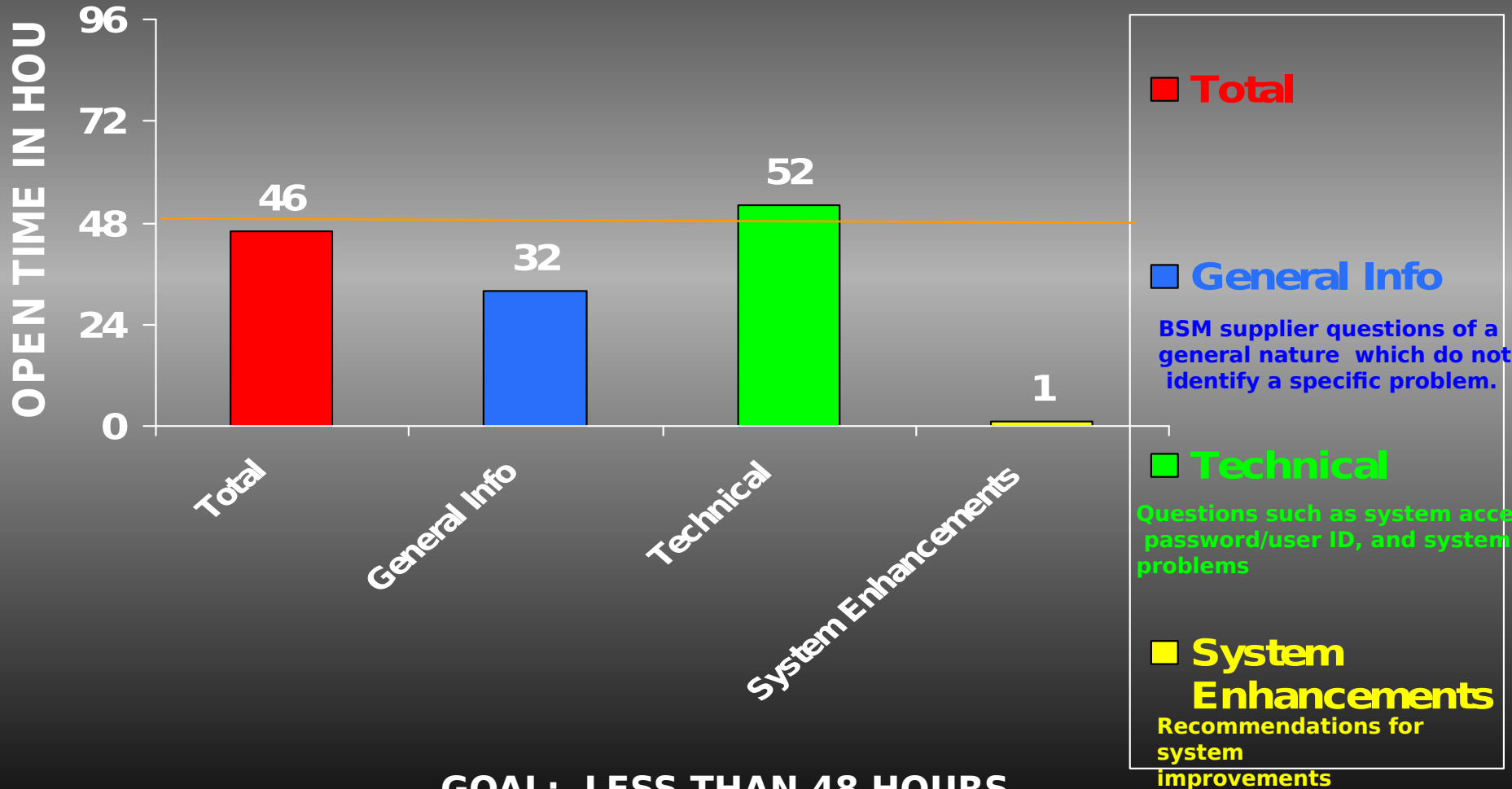


- Total**
- General Info**  
BSM supplier questions of a general nature which do not identify a specific problem.
- Technical**  
Questions such as system access password/user ID, and system problems
- System Enhancements**  
Recommendations for system improvements



# SRweb ISSUES

Average Resolution Time  
WEEK OF 21-27 FEB 03

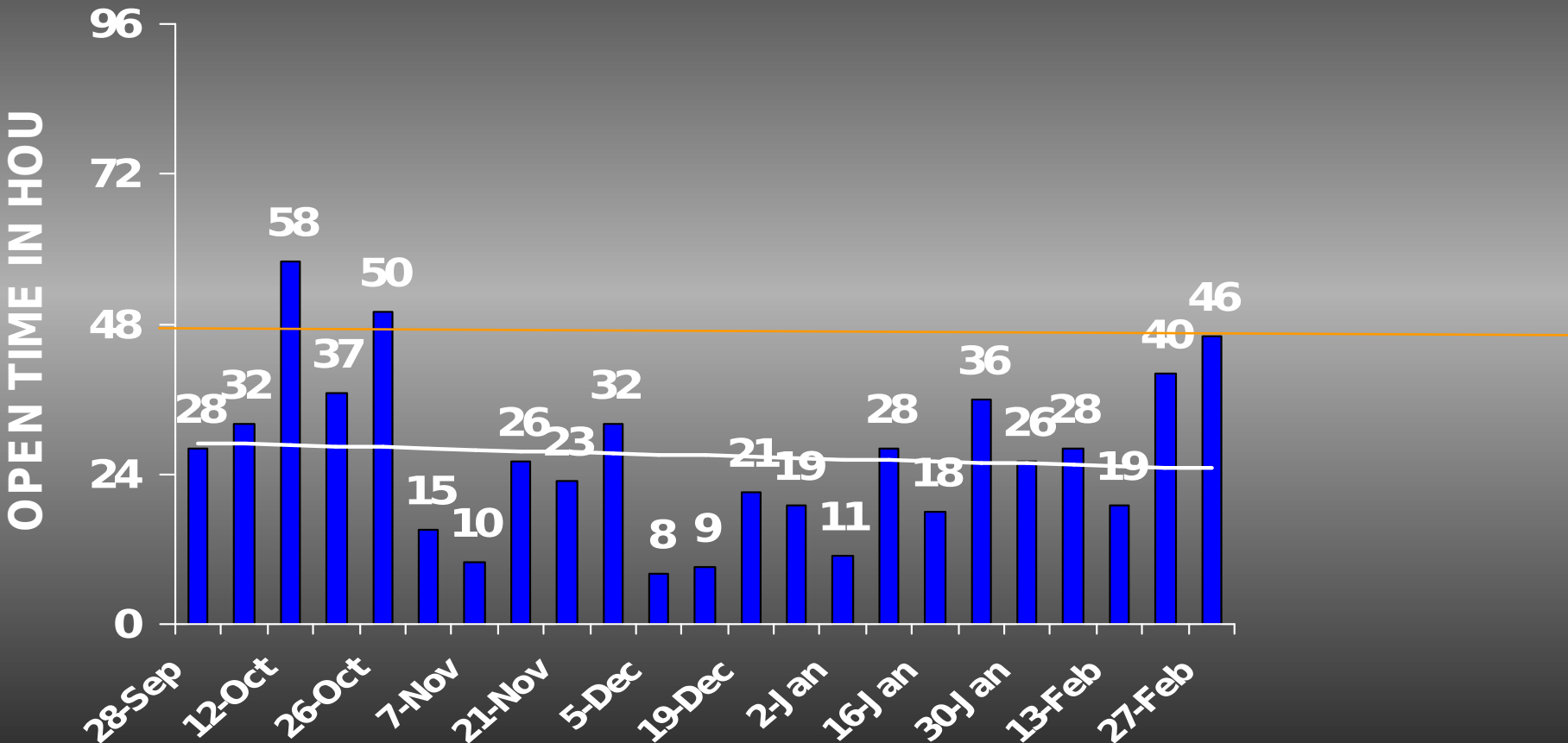


GOAL: LESS THAN 48 HOURS



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**